



Our Client Charter

1. No Fix - No Fee! We only charge for results.
2. We will help you to spend as little as possible.
3. What is spent must be good value for money.
4. Everything we do must be fit for purpose.

Your Local Home PC Paramedic Service

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New Computer Setup & Transfer Service [SER001]

Fixed Fee: £170.00 (£204.00 inc. VAT)

This service takes all the difficulty and problems out of buying a new computer to replace your existing one. In summary, it consists of the following:

- Assisting you with selecting a new computer and likewise with any further items of hardware you require such as a printer or scanner.
- Undertaking the initial setup process.
- Creating backup disks as required nowadays.
- Removing all redundant items preinstalled by the manufacturer.
- Installing all requisite updates.
- Optimising the computer for best performance.
- Installing appropriate internet security defences.

- Installing your programs and devices (e.g. printer, scanner, camera)
- Setting up and testing your internet connectivity.
- Transferring all recoverable data from your old computer, including emails if you use Outlook Express or Office Outlook.
- On-site setup, testing and basic demonstration of how to use your new computer.

Our aim is for you to begin using your new computer in an environment as similar as possible to the one you left behind with your old computer.

Finally we will also undertake to destroy the data on your old hard disk **beyond recovery**, to protect you from possible identity theft.

If this is your first computer and no data transfer is necessary, our fee will be reduced by £20.